



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**XO Communications Services, Inc.**  
**for quarter ending March 31, 2011**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	9.10	12.10 *	9.40	10.20 *
B. Operator Answer Time - Information [730.510(a)(1)]	7.00	7.00	8.00	7.33
C. Repair Office Answer Time [730.510(b)(1)]	144.00 *	167.00 *	381.00 *	230.67 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	101.00 *	162.00 *	72.00 *	111.67 *
E. Percent of Service Installations [730.540(a)]	100.00%	95.00%	98.00%	98.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	80.00% *	83.40% *	86.90% *	83.40% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.34	0.40	0.47	0.40
H. Percent Repeat Trouble Reports [730.545(c)]	6.80%	3.40%	7.10%	5.80%
I. Percent of Installation Trouble Reports [730.545(f)]	2.90%	3.80%	3.50%	3.40%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

At this time XO is unable to provide data for Sections 730(J) and (K);732.30(a)(F) through 732.30(a)(H):732.30(b) and Section 732.30(c),but hopes to do so in the future.



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